
Feature description

This document provides feature, message control, and installation and configuration information for the Property Management System Interface (PMSI).

The Property Management System Interface is an optional software package (package 103) that allows the Meridian 1 to interface directly with a customer-provided Property Management System (PMS) through a serial data interface (SDI) port. This provides an effective means of information between the PMS and the Meridian 1.

Note: A PMS typically consists of a computer, terminal(s), and software to perform billing and property management functions within the hotel/motel environment.

Both the PMS and the Meridian 1 have independent copies of the database; so, whenever the Meridian 1 updates its database, the PMS must be informed in order to keep both databases current.

Commands may be entered from a PMS associated with a terminal, a background terminal, or a telephone. If you issue a command from a telephone or a background terminal, the Meridian 1 will update its database and the new status will be sent to the PMS. However, if a command is entered from the PMS terminal, this command will be sent to the Meridian 1 and the Meridian 1 will update its database accordingly.

To ensure that all your commands are received correctly, issue only single-room DN commands at one time. Room cleaning status changes initiated by the cleaning staff from guest room telephones are provided to the PMS from the Meridian 1. These changes are initiated by Off Hook Detection, Dial Access, using a Room Status key (RMK), or by direct entry from the Background Terminal (BGD).

The Background Terminal (BGD) and Meridian Hospitality Voice Services (MHVS) interact closely with the PMSI. These features are described briefly in the following sections.

Background Terminal

The Background Terminal (BGD) facilities allow the hotel administration staff to enter, retrieve, and modify data that is associated with Automatic Wake Up Service, Message Registration, and Room Status on the Meridian 1 system. As with PMS, the BGD is connected to the Meridian 1 via an SDI port, and, in many cases, both the BGD and PMSI link are configured into the Meridian 1 system. This means that, for example, when a craftsperson enters a Check In command from a BGD terminal, an updated Room Status message will be displayed on the BGD and will also be transmitted to the PMS. For more information on the BGD, refer to *Background Terminal Facility description*.

Meridian Hospitality Voice Services

The Meridian Hospitality Voice Services (MHVS) consists of the Meridian 1 and the Meridian Mail Server (MMS). It uses the PMSI link (link between the PMS system and the Meridian 1) to automate processes, such as setting up mailboxes for hotel guests and creating group distribution lists. For example, a Check In message sent from the PMS will be used to set up a hotel guest's voice mailbox with a default greeting and new password.

The MMS is located between the Meridian 1 and the PMS in an MHVS system, and any command that is transmitted by the PMS is always intercepted and filtered by the MMS. Similarly, whenever a status message is sent by the Meridian 1, this message will always pass through the MMS first, before it is passed to the PMS. For more information on MHVS, refer to the module "Meridian Hospitality Voice Services" in *X11 features and services*.